NEW PROVIDER REGISTRATION

Revised 12/04/2018

TN Department of
Labor & Workforce
Development

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COMMON ACRONYMS AND ABBREVIATIONS

Below is a list of commonly used acronyms within the Tennessee Department of Labor and Workforce Development as it pertains to this document.

AJC	American Job Center
CIP	Classification of Instructional Programs
DPSA	Division of Postsecondary School Authorization
ETPL	Eligible Training Provider List
ITA	Individual Training Account
LWDA	Local Workforce Development Area
LWDB	Local Workforce Development Board
SACS	Southern Association of Colleges and Schools
TAA	Southern Association of Colleges and Schools
TBR	Tennessee Board of Regents
TCAT	Tennessee College of Applied Technology
TICUA	Tennessee Independent Colleges and Universities
THEC	Tennessee Higher Education Commission
TDLWD	Tennessee Department of Labor and Workforce Development
WIOA	Workforce Innovation and Opportunity Act of 2014
VOS	Virtual Office Systems

ETPL OVERVIEW

As part of the infrastructure to carry out the mandates of the Workforce Innovation and Opportunity Act of 2014 (WIOA), states are required to maintain a list of training providers and programs that are certified to receive students using WIOA funds. WIOA students are only permitted to use their Individual Training Account (ITA) funds in programs that appear on the Statewide Eligible Training Provider List (ETPL).

All of the institutions and programs that comprise the Statewide ETPL have been approved by a Local Workforce Development Board (LWDB) in Tennessee. Each of Tennessee's 13 LWDBs make initial eligibility decisions regarding what programs to add to the ETPL. After the LWDB makes the initial eligibility decision, subsequent eligibility decisions are made on an annual basis by the Tennessee Department of Labor & Workforce Development (TDLWD) based on institutional performance data.

All of the institutions that appear on the Statewide ETPL are required to supply individual level data. This information is to be submitted within Quarterly Performance Reports. These quarterly reports are later used to compile the WIOA Annual Subsequent Eligibility Report.

PERSPECTIVE TRAINING PROVIDER APPLICATION

This document is to aid a perspective institution through the steps in completing and submitting a new provider application. Prior to submitting an application, your institution must meet the required state approval to be considered for placement onto the *Eligible Training Provider List (ETPL)*. This means an institution is required to have the authorization to operate in the State of Tennessee by a state authorizing or governing body. **This applies to in-state and out-of-state institutions**. Examples of such entities are the Tennessee Higher Education Commission (THEC), the Tennessee Board of Regents (TBR), and the Southern Association of Colleges and Schools (SACS).

QUARTERLY REPORTS

- All approved ETPL providers are responsible for submitting quarterly report information to the state office. The provider's contact person will be emailed and provided the following documents and information:
    - Performance and Reporting Requirements, which describes each training provider's reporting responsibility along with other pertinent information.
    - Blank Quarterly Report Template

- All training providers that appear on the ETPL are required to submit data quarterly to the TDLWD in the form of a quarterly report.
  - o Quarterly Report Formatting Instructions to aid in completing your quarterly report.
  - o Exemption Claim Form to be used for quarterly report submission until a WIOA student enrolls at your institution. After the enrollment of your first WIOA student you will begin to submit quarterly reports.

Note to Out-of-State Providers

For out-of-state institutions, having the proper authorization within your own state does not give the proper needed authorization to offer training to Tennessee students. Therefore you must obtain this authorization before being considered for placement onto Tennessee's Eligible Training Provider List. Many out-of-state institutions fall under the oversight of the Division of Postsecondary School Authorization (DPSA) with the Tennessee Higher Education Commission (THEC). For more information on DPSA and their authorization process, please review the website below.

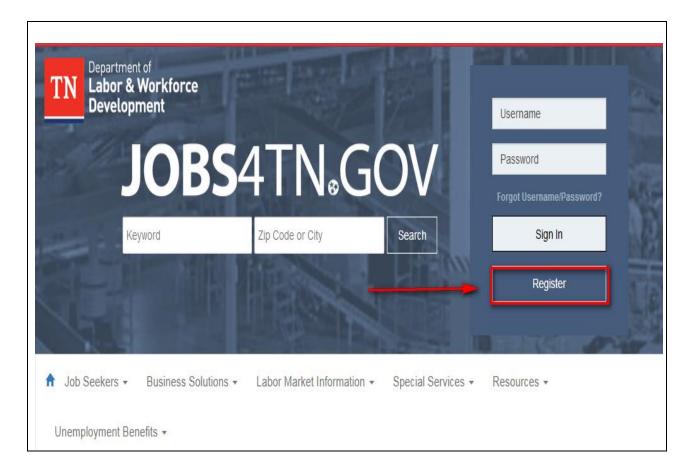*https://www.tn.gov/thec/topic/authorized-institutions-data*

REGISTERED APPRENTICESHIP PROGRAMS

The Workforce Innovation and Opportunities Act of 2014 supports the use of Registered Apprenticeship programs. So much so that Registered Apprenticeship programs are allowed automatic inclusion onto the ETPL. You must be registered under the Act of August 16, 1937 most commonly known at the National Apprenticeship Act. To be included on Tennessee's ETPL, you must indicate your interest in by simply registering at www.jobs4tn.gov. Use the below guide to aid you in completing the information within the application. Please submit documentation verifying your current status as a Registered Apprenticeship to your LWDA using the contact information found on pages 23-25.
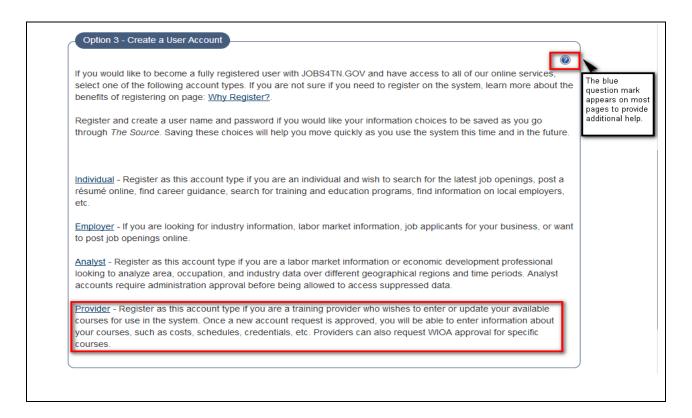
STEPS TO REGISTER

Step 1: Access the Log In Page – https://www.jobs4tn.gov

If you are an individual who needs online access for an existing provider or would like to submit an application to become an eligible training provider, you will need to register by clicking the "Register" link found under the sign in box on the jobs4tn home page as seen below.

Step 2-1: Register

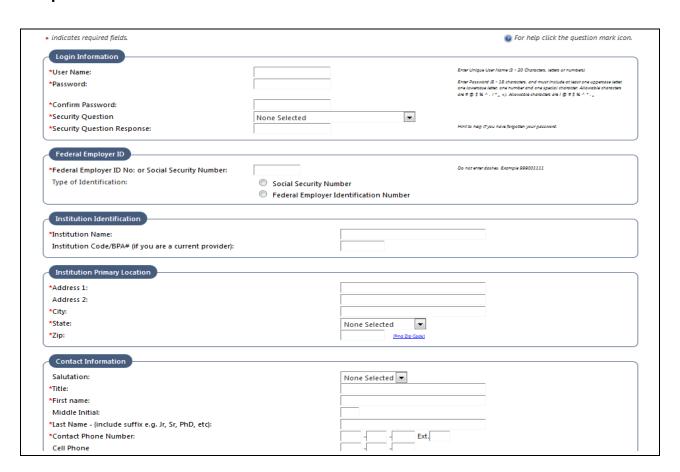After clicking the "Register" link you will be directed to a page yielding several registration options. As a prospective new training provider, you will want to select the "Provider" link found in the "Option 3 – Create a User Account" box.

As a prospective training provider, you will want to select the second option stating that you "need to create a new account for my institution." Click *Next* after making your selection.
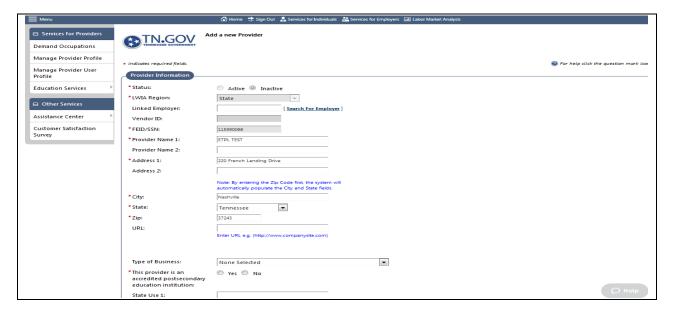
Note: If you are NOT an owner, official representative, or employee of a school, university, or other educational training provider, click "Cancel" to return to the account creation page.

For help click the question mark icon.

Institution Identification Type

○ I own, represent, or work for an educational institution (school, university, etc) and wish to be added to my institution's existing account.

◉ I own, represent, or work for an educational institution (school, university, etc) and need to create a new account for my institution.

Cancel   Next

Step 2-2: Enter User and Institution Information

• indicates required fields.   For help click the question mark icon.

Login Information

*User Name:		Enter Unique User Name (3 - 20 Characters, letters or numbers)
*Password:		Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ $ % ^ . ! * _ +). Allowable characters are ! @ # $ % ^ * . _
*Confirm Password:		
*Security Question	None Selected ▾	
*Security Question Response:		Hint to help if you have forgotten your password.

Federal Employer ID

*Federal Employer ID No: or Social Security Number:		Do not enter dashes. Example 999001111
Type of Identification:	○ Social Security Number	
	○ Federal Employer Identification Number	

Institution Identification

*Institution Name:	
Institution Code/BPA# (if you are a current provider):	

Institution Primary Location

*Address 1:	
Address 2:	
*City:	
*State:	None Selected ▾
*Zip:	[Find Zip Code]

Contact Information

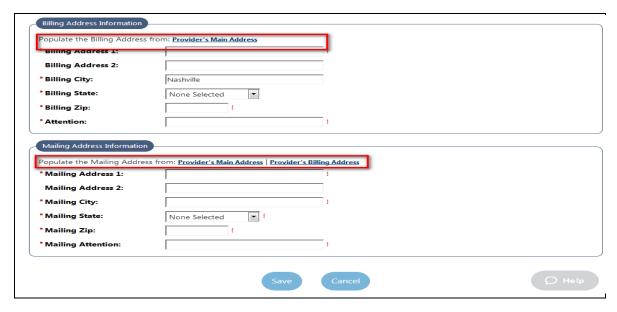|	
Salutation:	None Selected ▾
*Title:	
*First name:	
Middle Initial:	
*Last Name - (include suffix e.g. Jr, Sr, PhD, etc):	
*Contact Phone Number:	- - Ext.
Cell Phone	- -

- All information marked with * is required.
- At the time of application only one user will be on file. Although, after an application has been approved, other users can be added by registering as seen above. The additional user(s) would select "I own, represent, or work for an educational institution (school, university, etc) and wish to be added to my institution's <u>existing</u> account" and fill out the information accordingly.
- Please enter your institution Name exactly as it has been approved by your authorizing /governing body. Please do not abbreviate any parts of it.
- All information entered for your institution must be entered as it has been approved by your authorizing/governing body. Documentation of this approval may be required which you will have to submit to your Local Workforce Development Area (LWDA) Board in order for it to be included with your application.

Continuing to the next screen will take you to a page where your previously entered information has been pre-populated but still allows for edits and additions.
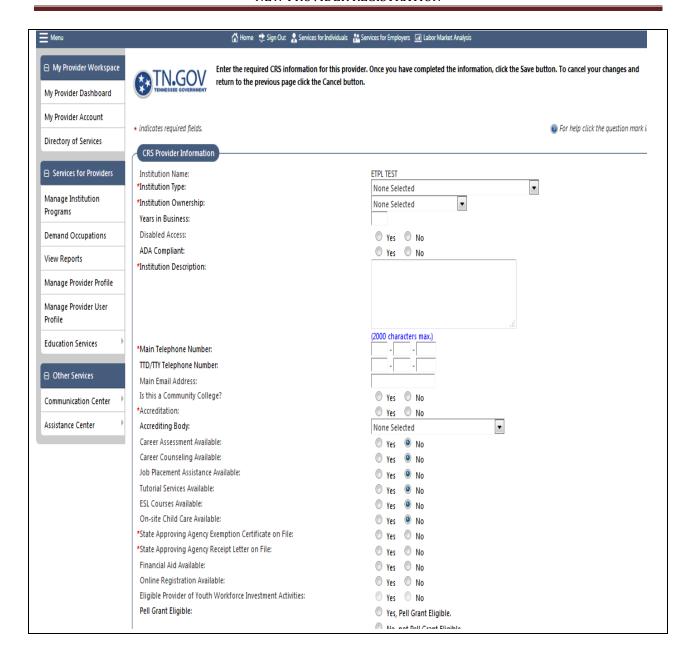
- The "Status" and "LWDA Region" fields are pre-set and cannot be changed. These fields can only be changed by staff.
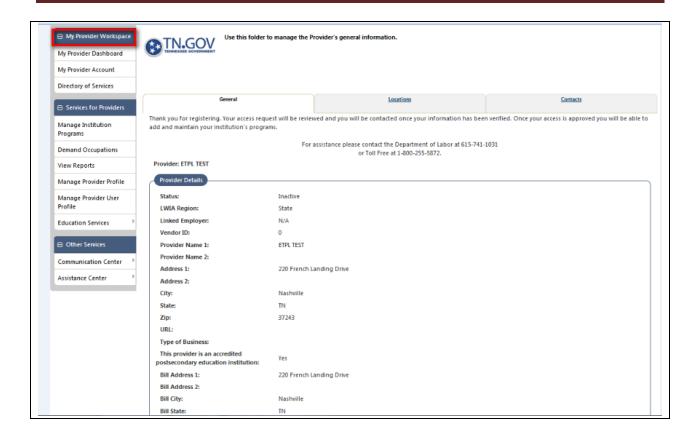- Fields beginning with "State Use…" are not applicable and should not contain any information.

- If your billing and/or mailing address information are the same as your previously entered main address, you can populate the Billing Address and Mailing Address fields by clicking the appropriate link (i.e. Provider's Main Address)
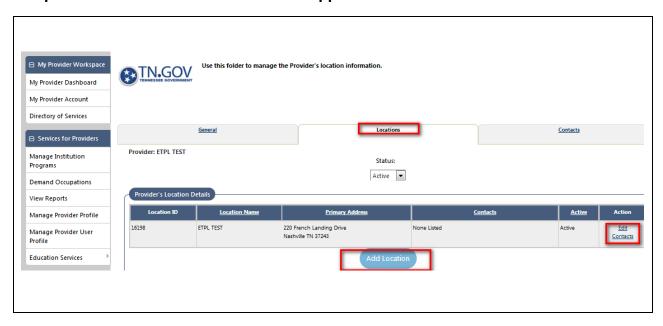- After completing all required fields click "Save"

- It is best to answer as many questions and selections as possible, regardless of them being required or not. This aids in your LWDA Board's approval process.
- The Accrediting Body drop-down menu references nationally recognized accrediting bodies. This may not apply to all schools. Click "Save" after you have completed all fields on this page.

You will then be taken to your "My Provider Workspace" page. This page will display a summary of information you previously entered and saved.
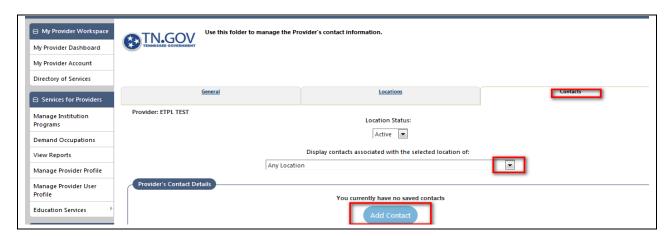
Step 2-3: Add Satellite Locations where Applicable

- Clicking the Locations tab will display information for your institution. The previously entered information can be edited by clicking the "Edit" link in the Action column.

- If your school has satellite campuses, you can add these locations by clicking the Locations tab. Click Add Location and fill in all information as you previously did for your main location and saved.
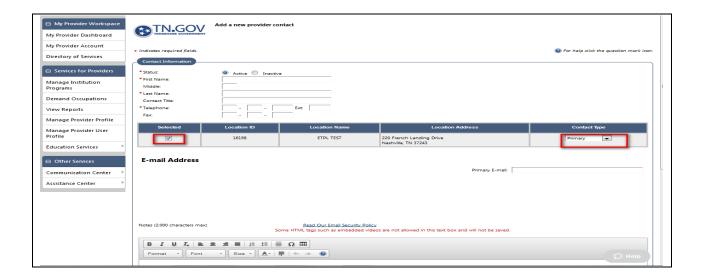

Step 2-4: Add Contacts

- Clicking "Contacts" in the Action column on the Locations tab will only display contact persons and not allow for you to edit/add contacts. To add a contact person, click the Contacts tab.
- Select the location from the drop-down menu in which you would like to add a contact person for. Locations added via the "Locations" tab will display in the drop-down menu. After selecting the location, click "Add Contact."

- Provide information associated with the contact person.
- Click the applicable location check box (es) associated with the contact person.
- Select the appropriate contact type from the drop-down menu.
- It is always best to fill in as much information as possible regardless of whether the field is required or not.
- There is a Notes field for you to enter any pertinent information regarding the entered contact person.
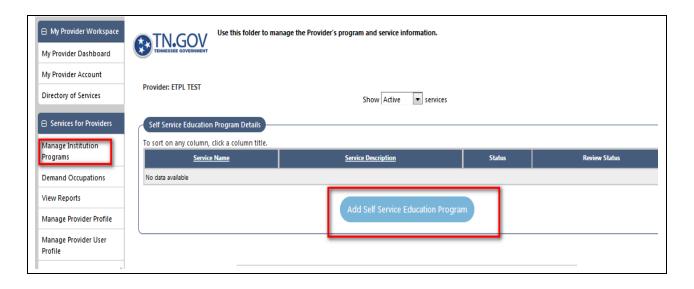- Once your contact person's information is saved, it will display on the Contacts tab as seen below.
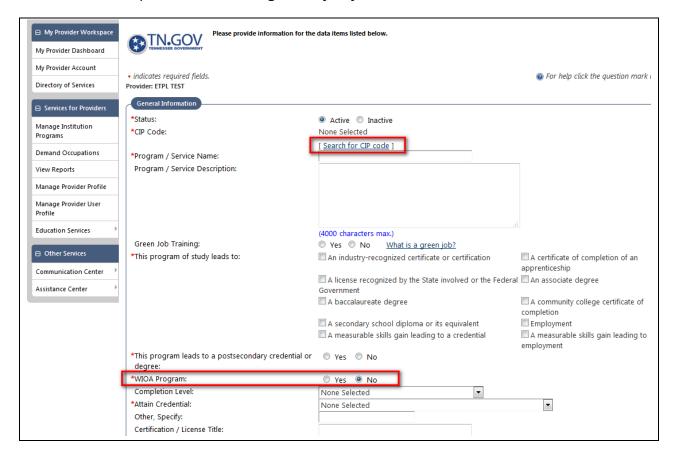

Step 3-1: Add Programs

You will want to add all programs you would like to go before your Local Workforce Development Area (LWDA) board for approval. It is best to communicate with your LWDA beforehand (see pages 26-28) for your LWDA's contact information) in order to make an informed decision as to which programs to submit with your application.

To add a program:

- Click the "Manage Institution Programs" link found in the "Services for Providers" section of the left side bar.
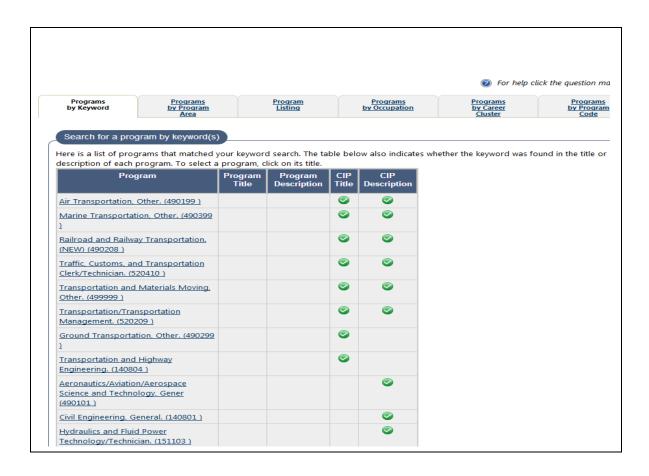- Click the "Add Self Service Education Program" button link

- When filling in your program information you will need to select the "Search for CIP Code" link in order to fill in the CIP Code information for your program of study. There are several options you may use to search for the appropriate CIP Code. In the example below, the "Programs by Keyword" tab is used to obtain the CIP Code.
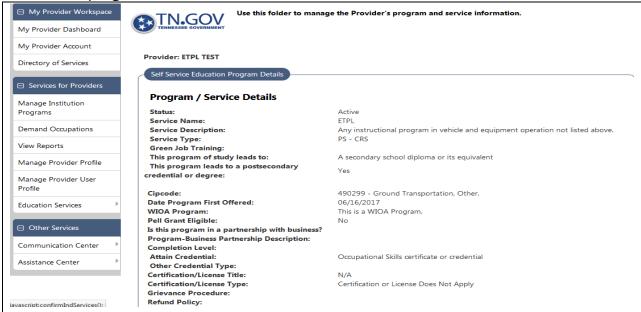
Type in your keyword in the box and click "Search." The results will display. From this list, select the most appropriate option by clicking the program. It will then populate the "CIP Code:" field.

- In order for a program to be approved as being a WIOA eligible program you must select Yes for "WIOA Program"
- When entering program information, enter it exactly as it has been approved by your (TN) state authorizing/governing body (i.e. THEC, TBR, SACS, etc)
- Do not submit programs that have not been approved by your authorizing/governing body
- It is always best to complete as many fields as possible, regardless of them being required or not
- Once all information has been entered click Save
- After you have saved your information, you will see a summary page with fields to add program information
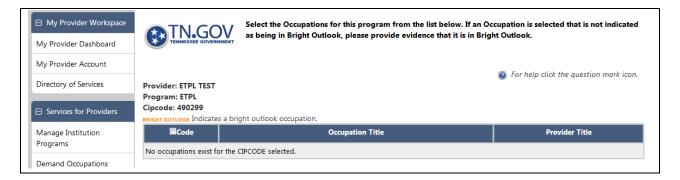

Step 3-2: Add Occupation Details

Click on "Edit Occupation Details" under Program/Service Occupations

From here you are to select all applicable occupations. If none exists, click Cancel and continue.
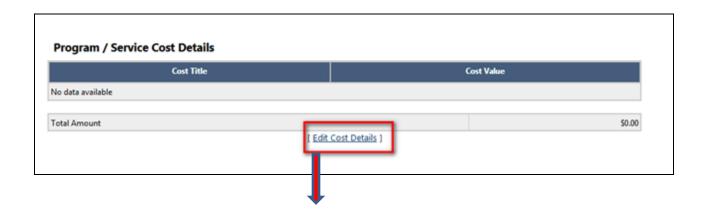

Step 3-3: Add Cost Details

To add cost information
Select the "Edit Cost Details" link under "Program/Service Cost Details and follow the links as displayed
•   Enter all known cost information (Tuition, Books, etc.)
•   To add a line item not listed, click on the "Add Cost Items" link
•   If amount is entered in "Other Costs," please provide an explanation of what the other costs are   in the comments box
•   Save when complete
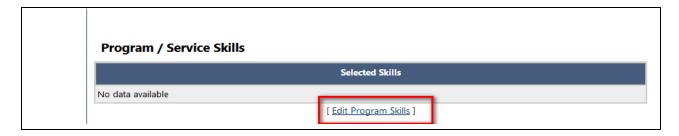
Step 3-4: Select Applicable Locations

You must select the location(s) where the entered program is offered. If you've only submitted one campus location then this is what you will select. If you entered additional locations (via the Locations tab) then these will become options on this page.

Step 3-5: Program / Service Skills

Click the "Edit Program Skills" link as display below
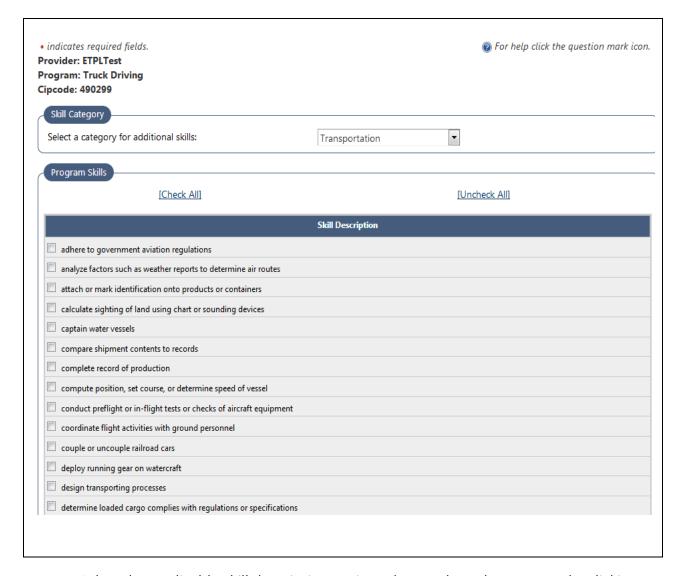

- Select the appropriate category from the drop-down menu.
- Select the applicable skill description options that apply to the program by clicking the box(es) that apply
- There is also an option to select all options within the Skill Description box. This can be done by clicking the "Check All" link

- Click the Save button found at the bottom of the screen when complete

* indicates required fields.   ❓ *For help click the question mark icon.*

Provider: ETPLTest
Program: Truck Driving
Cipcode: 490299

Skill Category

Select a category for additional skills: Transportation   ▼

Program Skills

[Check All]   [Uncheck All]

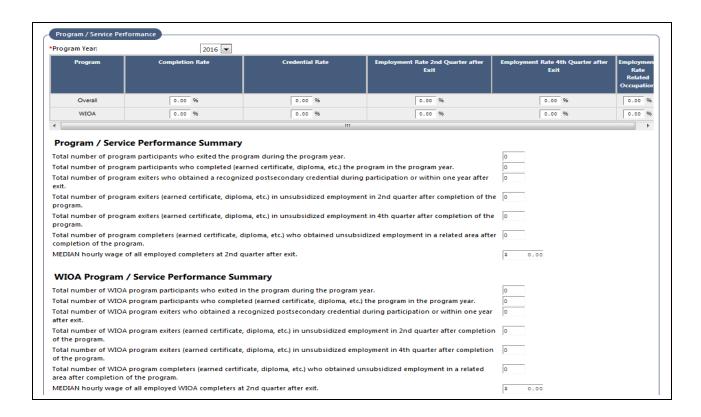| Skill Description |
|---|
| ☐ adhere to government aviation regulations |
| ☐ analyze factors such as weather reports to determine air routes |
| ☐ attach or mark identification onto products or containers |
| ☐ calculate sighting of land using chart or sounding devices |
| ☐ captain water vessels |
| ☐ compare shipment contents to records |
| ☐ complete record of production |
| ☐ compute position, set course, or determine speed of vessel |
| ☐ conduct preflight or in-flight tests or checks of aircraft equipment |
| ☐ coordinate flight activities with ground personnel |
| ☐ couple or uncouple railroad cars |
| ☐ deploy running gear on watercraft |
| ☐ design transporting processes |
| ☐ determine loaded cargo complies with regulations or specifications |

- Select the applicable skill description options that apply to the program by clicking the box(es)   that apply
- There is also an option to select all options within the Skill Description box. This can be done by clicking the "Check All" link
- Click the Save button found at the bottom of the screen when complete

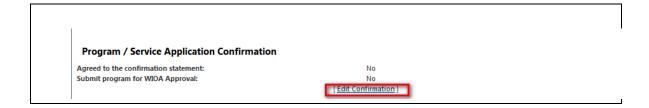## Step 3-6: Enter Program Performance Information

- Click the "Edit Program Performance" link to add performance information for your program
- You will need to enter performance data for the most recent full year which you are to select from the "Program Year:" drop-down menu.

- Programs being submitted for approval will not have WIOA performance information
- Please provide a short description as to how your performance is measured in the box provided
- Once complete, click the Save button
- It is important to enter this information as it is used by the Local Workforce Investment Development Boards in their decision making process when approving new programs and providers

Step 4: Confirm Your Application

- Click the "Edit Confirmation" link

Program / Service Application Confirmation

Agreed to the confirmation statement:	No
Submit program for WIOA Approval:	No
	[Edit Confirmation]

- You must agree to the printed stated in order to submit your application for approval
- After selecting the check box in agreement with the statement you may submit your application by selecting the radio button next to "Yes, submit this program for WIOA Approval."
- Click "Save" when done

Review Status:

To see the status of your application, log in and look in the "Program / Service Review Status" box. Here you will be able to view any items you failed to submit in your application along with the approval status of your program.

Step 5: Submit Documentation to Your LWDA

After you have submitted your application for approval you will need to submit all supporting documentation to the LWDA where your institution is located. The LWDA contacts are listed below. At minimum, you will need to submit documentation of your school's approval to operate and offer training within the state of Tennessee. All institutions authorized by the Division of Postsecondary School Authorization with the Tennessee Higher Education Commission (THEC) are to provide a copy of the institution's Certificate of Authorization along with a copy of any program approval letters that apply to the programs submitted in the prospective provider's application. The program approval letter(s) should show the approval of your program's name, cost, length and credential. Please note that your supporting documentation aids your LWDA in their approval process. If you have any questions regarding documentation please contact your LWDA listed below.

LWDA CONTACTS

Northeast:

[Serving Carter, Johnson, Sullivan, <u>Washington</u>, Hancock, Hawkins, Greene & Unicoi Counties]

- **Tammy Sluder,** Tsluder@ab-t.org
- Phone 423-547-2927
- P.O. Box 249 Elizabethton, TN 37644

East:

[Serving Claiborne, Cocke, Grainger, Greene, <u>Hamblen</u>, , Jefferson, Knox, Sevier, Blount, Monroe, Loudon, Roane, Anderson, Campbell, Scott, Morgan & Union Counties]

- **Melinda Watson:** mfrost@ethra.org
- (423)-587-7036 Fax: (423)-585-6769
- Phone: (865) 544-5200
- Victor Oakley: Voakley@ethra.org
- (865)-483-7474 x 7107
- 500 S Davy Crockett Pkwy, Morristown, TN 37813

Upper Cumberland:

[Serving, <u>Cumberland</u>, White, Warren, Cannon, Putnam, De Kalb, Smith, Overton, Fentress, Pickett, Clay, Jackson, Van Buren, & Macon Counties]

- **Becky Hull** Bhull@Ucworkforce.org
- Phone: 931-520-9511
- 580 South Jefferson Avenue, Suite B, Cookeville, TN 38501
- **Jill Cloyd** jcloyd@ucworkforce.org
- Phone:931-520-9590

SOUTHEAST

[Serving Bledsoe, Bradley, <u>Hamilton</u>, Grundy, McMinn, Marion, Meigs, Polk, Rhea & Sequatchie counties]

- **Beth Keylon**,   bkeylon@sedev.org
- Phone : 423-424-4214
- 5600 Brainerd Road – Suite A-5, Chattanooga, TN 37411

SOUTHERN MIDDLE

[Serving Bedford, <u>Coffee</u>, Franklin, Lincoln, Moore, Bedford, Marshall, Giles, Maury, Lawrence, Lewis, Hickman, Perry, & Wayne Counties]

- **Wendi Jones** WJones@sctdd.org

- 101 Sam Watkins Blvd.
- Mt. Pleasant, TN 38474
- 931-279-4192

NORTHERN MIDDLE

[Serving Cheatham, Davidson, Wilson, Trousdale, Rutherford, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner & Williamson Counties]

- **Suzie Bourque**, Susie.Bourque@Nashville.gov
- Phone:615-862-8890 Ext 77412
- Fax to (615)862-8910
- 1417 Murfreesboro Pike, Nashville, TN 37217

SOUTHWEST

[Serving Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, McNairy & Madison Counties]

- **April Brown**, Aprilb@Swhra.org
- **Jimmy Bell**, Jbell@Swhra.org
- Phone: 731-983-3688 or 731-435-0728
- Fax: 731-983-3149
- 1527 white Avenue, Henderson, TN 38340

NORTHWEST

[Serving Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, & Weakley Counties]

- **Laura Speer**; Speer@nwtnworks.org
- 731-286-3585
- 708 E Court St, Dyersburg, TN 38024
- **Jennifer Bane**, jbane@nwtnworks.org not sure
- Phone: 731-286-3585, ext. 15
- 313 West Cedar St. Dyersburg, TN 38024

GREATER MEMPHIS

[Serving Fayette, Lauderdale, Tipton & Shelby Counties]

- **Lora Y Mendezu**,   lora.young@workforceinvestmentnetwork.com
- Phone:901-636-7978
- 480 Beale St, Memphis, TN 38103

Step 6: Processing Your Application & Waiting on a Response

After your application has been submitted, it goes to your Local Workforce Investment Area Board to be processed and voted on for possible placement onto the Eligible Training Provider List.

Wait for LWDB Response

The wait time between submitting a New Provider Application and receiving a response from your LWDB depends on several different factors. Two of those factors are the meeting schedule of your LWDB and your date of submission. If your application is submitted after your LWDB has met, you must wait until their next meeting to obtain a decision on your addition to the ETPL. Thus, to expedite the approval process, contact your LWDA for information concerning their application deadlines. To find the contact information for your LWDA, please reference pages 24-27 above or visit http://www.tn.gov/workforce/topic/find-local-help for additional contact information.
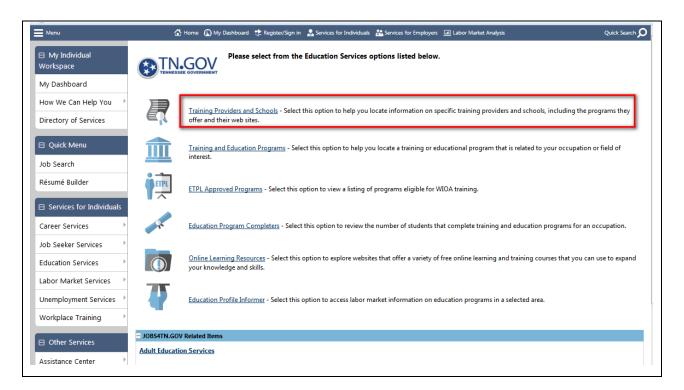
Each LWDB is geographically different and creates their own criteria of approval based on numerous factors. Information regarding your LWDB's criteria for approval should be obtained directly from your LWDB.

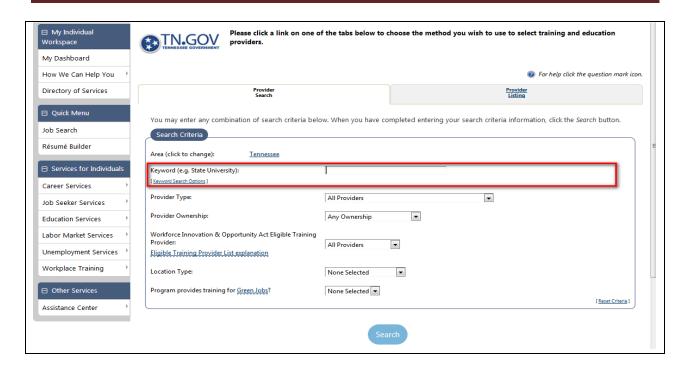### Step 7A: Your LWDB Has Approved Your New Provider Application

If the LWDB approves your institution and programs, they will appear on the ETPL. Your institution and associated information will appear on the ETPL exactly as you submitted it in your application. Please note that your LWDB does not have to approve your application in its entirety. For example, they may approve two of your submitted programs but deny the remaining programs. After being added to the ETPL, you are visible on the ETPL statewide. To view your institution on the ETPL, visit www.jobs4tn.gov and click the "Education and Training Data" link under the Special Services column.
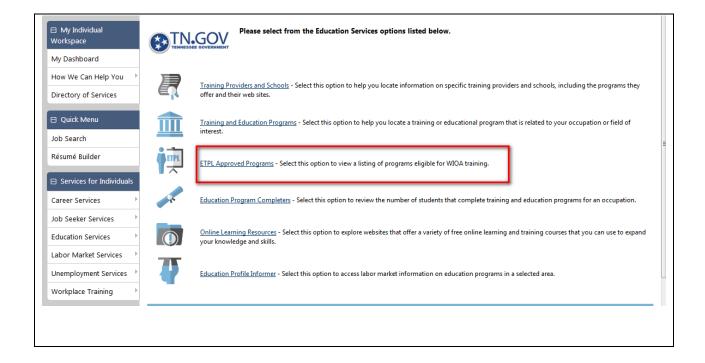
From here you can click the "Training Providers and Schools" link to search or view providers.

From here you can enter your school's name in the Keyword search box and click Search or select your school's name via the Provider Listing tab.

- After selecting your school you will be able to see details on program information by clicking ETPL Approved Programs.
- After being added to the ETPL, all 13 LWDAs are notified via email of your institution's addition to the ETPL.

- All approved ETPL providers are responsible for submitting quarterly report information to the state office. The provider's contact person will be emailed and provided the following documents and information:
  - o Performance and Reporting Requirements, which describes each training provider's reporting responsibility along with other pertinent information.
  - o Blank Quarterly Report Template
    - All training providers that appear on the ETPL are required to submit data quarterly to the TDLWD in the form of a quarterly report.
  - o Quarterly Report Formatting Instructions to aid in completing your quarterly report.
  - o Exemption Claim Form to be used for quarterly report submission until a WIOA student enrolls at your institution. After the enrollment of your first WIOA student you will begin to submit quarterly reports.

Step 7B: Your LWDB Has Denied Your New Provider Application

If you are denied access to the Eligible Training Provider List (ETPL) you have the option to appeal your Local Workforce Development Board's decision. The policies detailed below govern the ETPL appeal process.

A. Appeals to Local Board [WIOA Section 122(c)(1)]

(1) Local Boards must have a written appeal process that includes the following provisions:

(a) A Provider wishing to appeal a decision by a Local Board must submit an appeal to the Local Board within 30 days of the issuance of the denial notice. The appeal must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate Provider official.

(b) The Local Board appeal process must grant the Provider the opportunity to directly address the reasons for denial either in writing or through an appeal hearing.

(c) The Local Board must have 1-3 impartial appeal officers who are responsible for re-evaluating the supplemental materials supplied by the Provider in addressing the initial reasons for denial.

(d) The Local Board will notify the Provider of its final decision on an appeal within 30 days of receipt of the appeal.

(e) The Local Board appeal notification to the Provider must reference the process for filing a State appeal in the event that the Provider is not satisfied with the outcome of the local appeal.

B. Appeals to the State [WIOA Section 122(c)(1)]

This procedure applies only to Providers who have exhausted the appeal process of a Local Board and are dissatisfied with Local Board's final decision.

(1) A Provider wishing to appeal to the State must submit an appeal request to the State within 30 days from the Local Board's notification to the Provider of their final decision on an appeal. The request for an appeal to the State must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate Provider official.

(2) The State will promptly notify the appropriate Local Board when it receives a request for appeal. The State will also notify the appropriate Local Board when it makes the final decision on an appeal.

(3) The State appeal process includes the opportunity for appealing Providers to have a hearing. The hearing officer must be an impartial person. The hearing officer must provide written notice to the concerned parties of the date, time, and place of the hearing at least 10 calendar days before the scheduled hearing. Both parties must have the opportunity to present oral and written testimony under oath; to call and question witnesses; to present oral and written arguments; to request documents relevant to the issues(s), and to be represented.

(4) The five member State appeals committee, chaired by the hearing officer, will administratively review the appeal, make a preliminary decision, and notify the Provider and the Local Board. The committee can either uphold or reverse the Local Board decision.

The State appeals committee must render a decision within 60 days from receiving the Provider's initial State appeal request.